**Before Contacting Follett Technical Support**

1. If your question concerns a procedure, please consult your online manual before calling Follett Technical Support.
2. Make all attempts to contact District Software Technical Support prior to contacting Follett Technical Support. (Librarian at XXX-XXXX)
3. Write your customer number here \_\_\_\_\_\_\_\_\_\_\_\_

Customer number and Follett Technical Support phone number can be found on your support certificate.

4. Know what product/version/platform you are using.

To determine which version of Destiny you are running:

* Click on the Follett Software Company bar at the botton of any page

5. What is your barcode symbology? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

To determine which barcode symbology you are using:

* + Login to Destiny
  + Select the *Back Office* tab
  + Select *Site Configuration*

6. If at all possible, have access to a workstation while talking to support.

7. Be prepared to describe what you were doing when the error occurred.